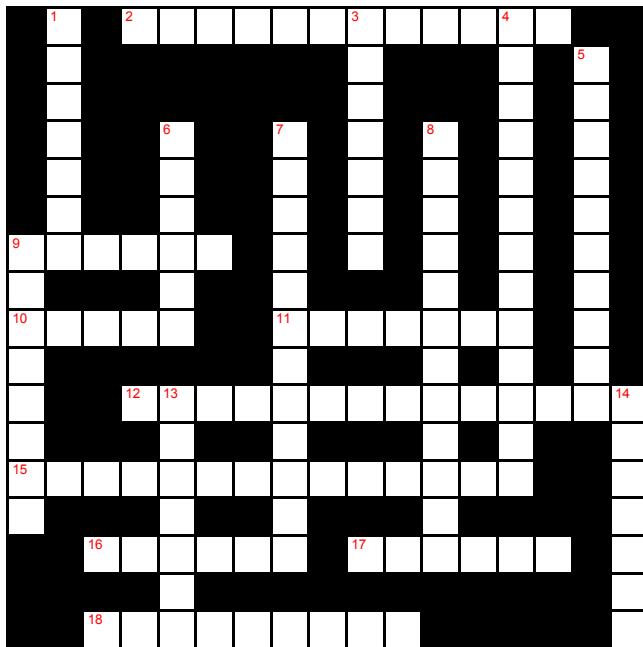


ISO Certification 17x17 2008-10-14

B.B. Huria



Across

- 2 Work ____ imply a written description of how to carry out the various processes. (12)
- 9 A group of independent but interrelated elements comprising a unified whole. (6)
- 10 Quality ____ involves independent examination of all activities as their conformity with and implementation in tune with quality manuals. (5)
- 11 Any one who is qualified to conduct a Quality Audit. (7)
- 12 Prescription of all requirements which are to be met by the product or service. (14)

15 The force that binds you to your obligation to answer for failure in compliance. (14)

16 Registration ____ is an organization authorized to provide registration of client companies. (6)

17 Quality ____ is the basic document defining the Quality System. (6)

18 Quality ____ is the sequence of measures that are necessary to induce confidence that the output will meet all required specifications. (9)

Down

- 1 The total sum of all features and characteristics of a product that fully satisfy the end user's

expectations. (7)

3 Quality ____ comprises operational techniques and activities for meeting requirements for quality. (7)

4 Nonfulfilment of specified requirements. (13)

5 Activities relating to measurement of the design features to determine their conformity with specifications. (10)

6 The nonfulfilment of intended use requirements. (6)

7 The ability to trace the history, batch number, application or location of an item or activity by means of recorded identification. (12)

8 Certification by an

authorized registration agency to the effect that the processes comply with the requirements of ISO 9000. (12)

9 A basis for comparison; a reference point against which other things can be evaluated. (8)

13 Series of steps involved in achieving the output. (7)

14 ____ Processes are processes used in the production of products whose quality cannot be fully verified later by non-destructive methods of inspection. (7)